



CITY OF HAYWARD LIBRARY COMMISSION
Hayward Public Library
Administrative Office
835 C Street, Hayward

A G E N D A

Monday
September 20, 2004 - 7 PM
Library Commission Meeting

1. *Call to Order*
2. *Pledge of Allegiance*
3. *Roll Call*
4. *Minutes of Meeting of June 21, 2004*
5. *Public Comment*

The Library Commission welcomes public input. The first part of Library Commission Meetings is devoted to hearing comments from the public regarding general Commission business. Public Comment on specific agenda items may also be offered during the public input period. However, because of the Brown Act, the Commission cannot discuss or vote on any item raised by the public or any of its own members unless the item appears on the posted agenda. (Individual comments are set at a 3-minute time limit; comments on behalf of a group are set at a 5-minute time limit.)
6. *Friends of the Hayward Public Library Report*

This time is provided for a representative of the Friends of the Library to report on the activities of that group.
7. *New Business*
 - a. *Election of Officers.* The Library Commission will elect a Chairperson and Vice Chairperson to serve during the 2004/2005 term.
 - b. *Commission Planning Calendar.* Commissioners will review the draft planning calendar, provide input for amendments and develop a theme for the year (calendar to be distributed at the meeting).

8. *Library Director's Report*

Report on the status of library activities and statistics including the areas of Administrative Services, Adult Services, Youth Services, Library Operations and the Literacy Program.

9. *Library Commission Report*

This time is provided for Commissioners to share information on Library activities in which they have been engaged or in which they will participate.

10. *City Council Liaison Report*

This time is provided for the City Council Liaison to share information on City matters that are of pertinence to the Library Commission.

11. *Agenda Building*

This time is provided for Commissioners to request items to be listed specifically on the Library Commission Agenda for coming months.

12. *Meeting Evaluation*

This time is provided for Commission feedback regarding the meeting - noting procedures that were productive, identifying methods that could be adopted to improve effectiveness.

13. *Adjournment*



Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Please request the accommodation at least 48 hours in advance of the meeting by contacting Marilyn Baker-Madsen at 510/881-7954 or by calling the TDD line for those with speech and hearing disabilities at 510/293-1590.

CITY OF HAYWARD
Minutes of the Library Commission Meeting
June 21, 2004

Administrative Office
Hayward Public Library
835 C Street, Hayward

1. **Call to Order**

The meeting of the Hayward Library Commission was called to order by Commission Chair Glines at 6:30 PM.

2. **Pledge of Allegiance**

Commissioners recited the Pledge of Allegiance.

	Present This Meeting	Present To Date	Absent to Date This F/Y
3. Attendance			
Linda Bennett	X	10	0
William Burnside	X	10	0
Jessica Fields	X	8	2
Elsa Glines	X	10	0
Elizabeth Schluntz	X	9	1
Helen Wu	X	10	0

City Council Liaison: Council Member Bill Quirk

Staff: Marilyn Baker-Madsen, Library Director
Linda Atwater, Administrative Secretary

Guests: Pat Burnside, Sean Schluntz, Des Patten, Nanette Cruz

4. **Minutes of the Meeting of May 17, 2004**

Board Action: It was moved and seconded (Bennett/Wu) to approve the minutes of the meeting of May 17, 2004 as submitted. Unanimously carried.

5. **Public Comment.** No public comment offered.

6. **Old Business.**

A. Budget Update. Library Commissioners attended the City Council Work Session and Public Hearing on the budget and were invited to offer comment. It was noted that the Library Department budget was presented as discussed, which included the various fee increases, the hours reduction, and the fourteen frozen positions. The Library Commission received a letter from Mayor Roberta Cooper, thanking them for their letter to the City Council dated June 8, 2004.

Council Member Quirk offered favorable comment on Library Commission representation at the work session. He expressed appreciation of the suggestion that was made by Council Member Dowling, to move the Library Department budget agenda item up so that the Commissioners did not have to come back to the next work session.

The Library Director thanked the Commission for their support of the Library and for carrying the interest of the community forward to the City Council. She also thanked Vice Chair Jessica Fields for attending last Tuesday's City Council meeting, where it was announced that DUC Housing Partners had pledged \$1 million for the Main Library Building Fund. Copies of the article that appeared in *The Daily Review* "One for The Books" were distributed to Commissioners.

The latest edition of the *Literacy Plus Window* was distributed to the Commission, as well as the Library Department Activity Report for May 2004.

B. Year End Review. The Library Director provided a recap of the highlights of the year, as recorded in the Library Commission minutes:

September 15, 2003 meeting.

The Library Commission welcomed three new Commissioners, Linda Bennett, Elizabeth Schluntz and Helen Wu.

Chair Quirk provided comment on several of the recent projects and accomplishments of the Library Commission, including their role in the Weekes Branch Library Expansion and Renovation Project, exploring the issues of Internet Access, and consideration of the USA Patriot Act. He noted that while at times there are disagreements, the Library Commission acknowledges the importance and value of opposing viewpoints and business is conducted in an amicable way

The Library Commission discussed the action taken by the City Council with regard to passage of the resolution on the USA Patriot Act. Chair Quirk commented that the City Council was very receptive and he was pleased with their action. Commissioner Glines recapped the sequence of events and observed that the Library Commission took an active role and devoted discussion at three or four meetings on the topic.

The Library Director recognized that Commissioner Glines had published a book "Undaunted Zeal: The Letters of Margaret Fell". Commissioner Glines did a presentation on her book in August and the Library Director noted that it was the best-attended author's program that has been held in the Library.

October 20, 2003 meeting.

The Library Commission reviewed revised copies of the Library Commission Planning Calendar for 2003-2004. The theme currently reads "Envisioning the Future - Redefining Library Services." Following discussion, the Commission supported a theme of "Envisioning the Future."

Acting Library Director Doug Moon displayed the most recent issue of *American Libraries*. It included an article written by Ilene Rockman, the Hayward Public Library BALIS System Advisory Board (SAB) representative. The article is about "Information Literacy," the next step after basic literacy, how to find, use, and evaluate information.

November 17, 2003 meeting.

Meeting held at San Leandro Community Library. David Bohne, Library Services Director of the San Leandro Community Library provided a tour and presentation.

December 15, 2003 meeting.

Support and Roles. The Library Director presented information on Library support organizations including the Bay Area Library and Information System (BALIS), the Friends of the Library, the Literacy Plus Council and the Library Commission.

Chair Glines asked what action the Library Commission should take with regard to the budget. The City Council will review the budget material prepared by the Budget Subcommittee in work session tomorrow. There is an opportunity to provide public comment. Commissioners discussed attendance of the work session as well as other advocacy efforts.

January 26, 2004 meeting.

The Library Commission and staff toured the Dublin Public Library and returned to the Hayward Public Library to conduct the business on their agenda.

Revised Collection Development Statement. The Library Commission discussed the Revised Collection Development Statement that was included in their agenda packet. The Library Director responded to several questions that were raised and the Commission unanimously approved the Revised Collection Development Statement as presented.

February 23, 2004 meeting.

Youth Services Presentation. Mary Dlugosz, Youth Services Librarian, provided a presentation on the Youth Services Department.

Community Partners. The Library Director discussed the partnerships that the Library has formed with various community agencies, including the Hayward Unified School District (HUSD), Boys and Girls Club, Hayward Coalition for Youth, the American Cancer Society, La Alianza, NAACP, and the Chamber of Commerce.

March 15, 2004 meeting.

Adult Services Presentation. Bennett Jacobstein, Adult Services Manager, provided a presentation on the Adult Services Department.

FISH! Customer Service Training. The Commission viewed a video that will be used to train Library employees in customer service techniques. FISH! philosophy is based on Pike's Place Fish Market, in Seattle, which has identified four simple rules for

maintaining employee morale and delivering exceptional customer service. The four rules are:

Play. Have fun at work by enjoying your job. Focus on what you can do in your job to make your work more interesting and fun.

Make your customer's day. This requires surprisingly little effort, and yields great returns.

Be there for your customer - be attentive, focused while talking with them.

Choose your attitude. Increase the energy you bring to your job. Choose not to allow something or somebody to upset you, make you angry or hurt your feelings.

National Woman's History Month is celebrated during the month of March. The California State Senate honors outstanding women throughout the state, with legislators selecting women from their district who have demonstrated a commitment to helping others in their community. Ilene Rockman is one of eleven women who will receive this honor.

On March 13th, CALTAC presented its annual spring workshop in library leadership called Carpe Diem - Seize the Day. The workshop focused on Visibility, Advocacy, and 21st Century Library Service. Library Commissioners Bennett, Glines, and Wu attended the workshop that was held at the San Jose Library and provided report on their attendance.

National Library Week was celebrated April 18-24, 2004.

April 19, 2004 meeting.

Literacy Plus Program. Cynthia Breeden, Literacy Program Coordinator, provided a presentation on the Literacy Program.

Proposed Changes to the Library General Schedule of Charges. Included in the Library Commission Agenda packet was a report on the Proposed Changes to the Library General Schedule of Charges. The proposed changes were developed in response to the projected City budget shortfall for the coming year and in anticipation of budget reductions and revenue generation that each department will likely be asked to make as operating budgets are prepared for Fiscal Year 2004-2005.

It was unanimously carried to approve the proposed changes to the Library Schedule of Charges in the City of Hayward Master Fee Schedule for FY 2004-05.

May 17, 2004 meeting.

Letter to City Council. Library Commission Chair Glines prepared a draft letter (with regard to the budget) to the City Council and invited Commission input. Commissioners offered comments that will be incorporated into a new draft.

Commissioner Burnside complimented the Library Director on her interview televised on Channel 28. The program, "Best Kept Secrets of Hayward," was hosted by Paul Russo. The Literacy Program Coordinator, Cynthia Breeden, also appeared on the program, and was interviewed by Winnie Thompson, a co-host of the program.

7. **Adjournment.** It was moved and seconded (Bennett/Wu) to adjourn to the Café Bijoux for the Library Commission annual dinner. Motion unanimously carried. Meeting adjourned at 6:42 PM.